

# EMOTIONAL INTELLIGENCE FOR TEAMS



## Introduction

Emotional intelligence is one of the biggest predictors of performance in the workplace and a strong driver of leadership and personal excellence. It is the ability to identify and manage own emotions and recognise the emotions of others. It's a critical factor in personal and professional success.

Team/group emotional intelligence is about behaving in ways that build relationships both inside and outside of the team. The team's ability to face challenges is strengthened and team effectiveness is enhanced.

Team effectiveness is directly impacted by the emotional intelligence of the group and individuals.



## Course Outcomes

Delegates will have a better understanding of:

- The definition of team/group emotional intelligence
- The advantage of emotionally intelligent teams/groups
- The relationship between emotional intelligence and workplace performance
- Team/group effectiveness
- The five dimensions of emotional intelligence
- Empathy, organisational awareness and service orientation as key components of social awareness
- Effective social or people skills to improve working relationships and boost productivity
- Evaluating team/group emotional intelligence
- Creating an action plan for team/group emotional intelligence development

## Booking

Please contact Melody Maddocks or Janine Roper.

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## Target Audience

Team leaders, managers and supervisors who want to improve their own emotional intelligence and who want to identify how the five EQ dimensions impact day-to-day team effectiveness.

## Course Duration

1 day

## Course Fee

R 1,250 VAT Incl

R 750 (WHC Divisions)

## Venue

1<sup>st</sup> Floor Training Room, Wits Health Consortium (Pty) Ltd

8 Blackwood Avenue, Parktown, 2193

Special requests will be considered, subject to viability.